INTRODUCTION TO DESIGNING ICT SERVICES AT VILLAGE LEVEL

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What is an ICT Service at Village Level

- **Smart Villages** …

    - … are villages or regions that master challenges facilitating a **digital transformation** process

    - … use new methodologies of **innovation** and **creativity** and new **sources of information**

    - … use often **cloud-hosted** solutions that connect **devices/things** and **collect/combine/manage data** of different rural domains and services within a **smart ecosystem**

- An **ICT Service** at village level…

    - … is a **single digital service or applications** that runs in such a smart ecosystem

    - … is **one of the tools** and not the only one for achieving social innovation in rural areas

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An ICT Service within the whole Ecosystem
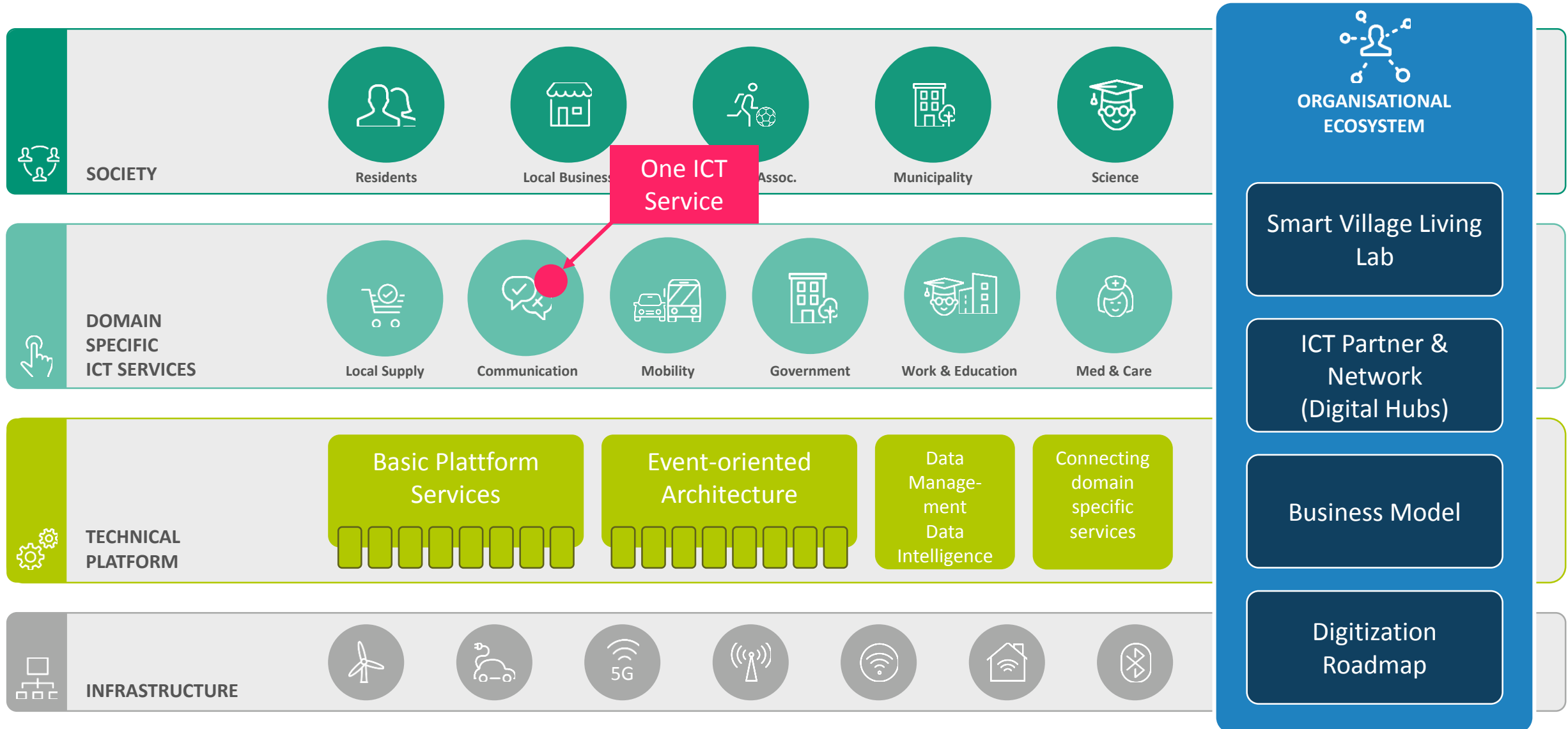
Connectivity is a prerequisite!

Why?

- ICT Services at rural areas…

    - … have to potential to solve **major challenges**

    - … are **connecting** the key players: residents, municipalities, research and industry

    - … are **enhancing** social innovation approaches

    - … can be operated in a **sustainable** way

- ICT Services are **fulfilling needs** at cross-cutting topics

- *ICT Services are not solving every existing especially organizational problem!*

Involving local residents are a key success factor in designing those services

(Human-Centered-Design)

Know your digital maturity

Key Steps of Implementing Successful ICT Services

Strategic Approach → Challenges, Problems, Needs → Market Analysis

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Key Steps of Implementing Successful ICT Services

Software Development → Organizational Implementation → Operations and Sustainability
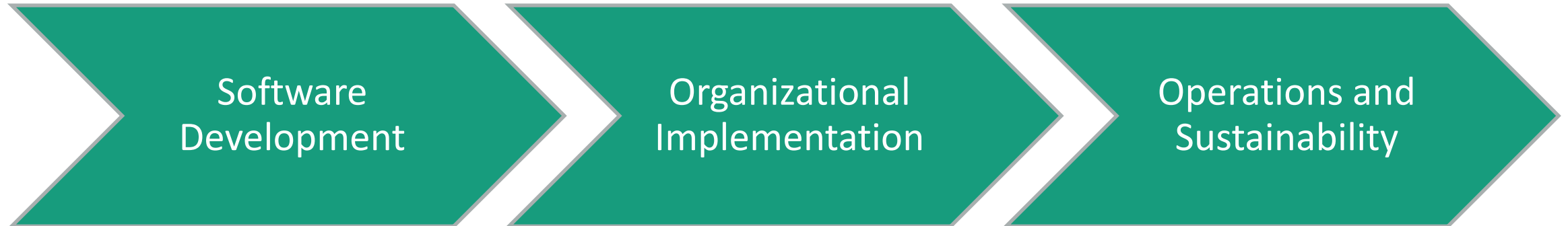
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ICT Services should be part of larger ICT Plattform and Vison

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